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Improving Accessibility and Awareness of WPI Health Services

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Improving Accessibility and Awareness of WPI Health Services

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Abstract

To determine how accessible WPI health services is to the student body, a survey was conducted to gauge student awareness. The health services at WPI were then compared to health services of similar schools in Worcester and across the United States. From the results of the survey and comparison, recommendations were generated as a list of steps that WPI health services could take to improve student awareness.

Background

Currently there is an issue with the communication between Health Services and the student body due to a lack of awareness and accessibility:

- A recent survey at WPI determined that to convince more students to use the health services, the Health center should allow walk-ins and improve their hours. (Porambo, 2012).
- In another survey at a mid-size Midwestern technical school, to increase the overall awareness of the health clinic, they must focus their efforts on the school website, sending out emails, and putting in a program during freshman orientation (Hoyt, 2007).



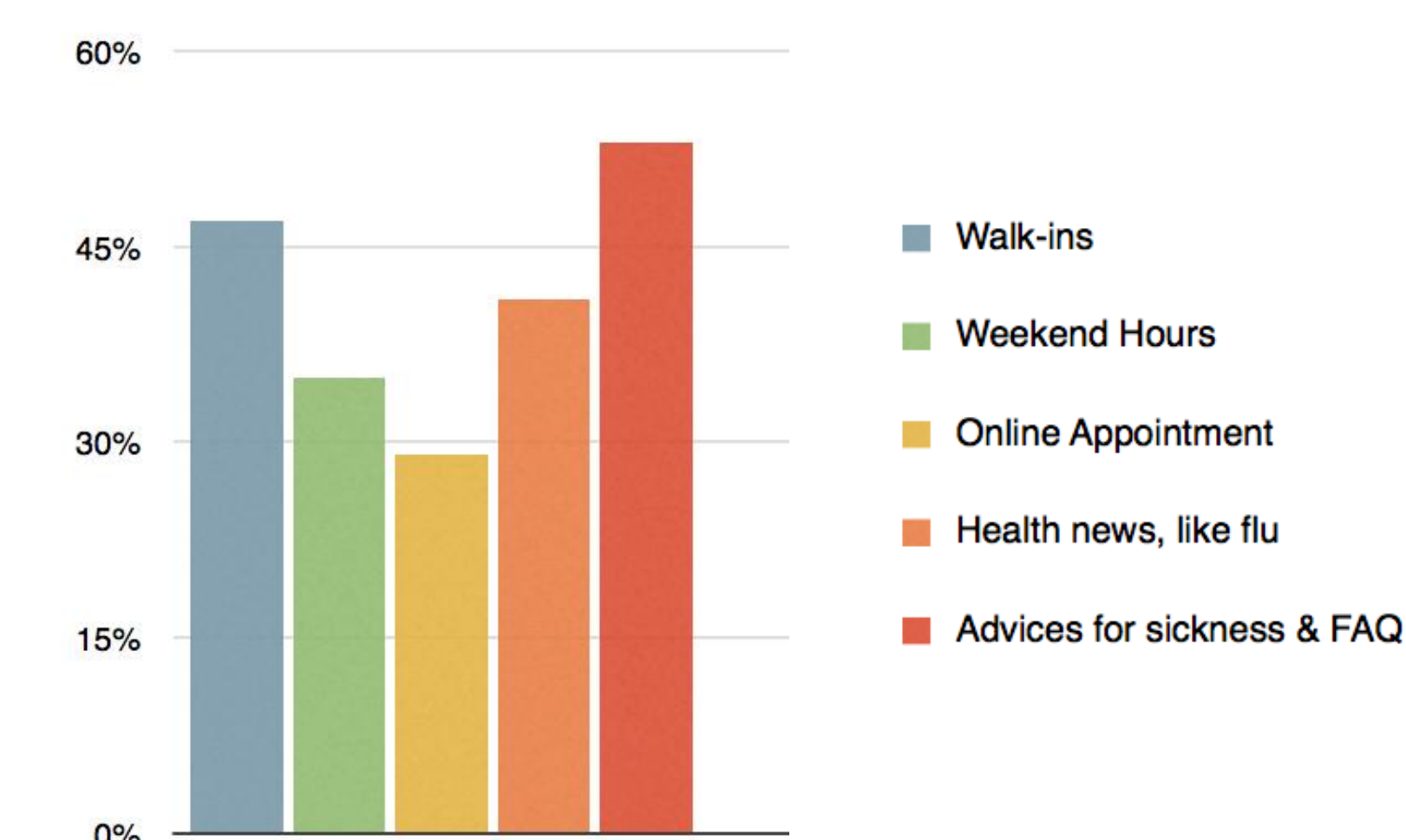
Need

- To promote and improve the accessibility and awareness of Student Health Services at WPI.

Approach

- Survey undergraduate students to assess the need
- Investigate current means of publicity for WPI Health Services and determine what could be done to improve these methods.
- Compare the health services at universities in Worcester and across the country

Health Services Comparison



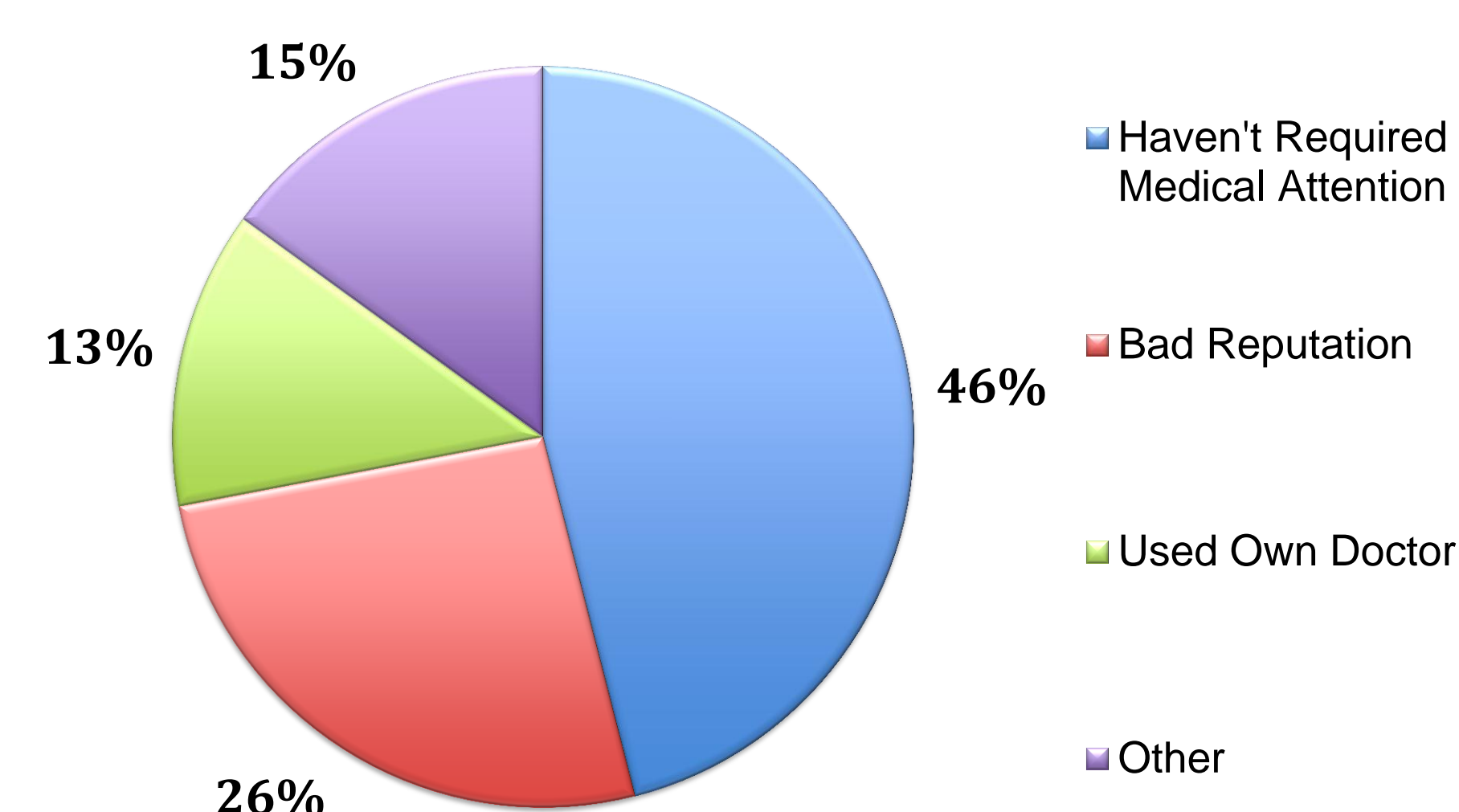
Survey GOALS

- Evaluate the perceived need to improve the health services
- Determine the most significant issues students have with the health services

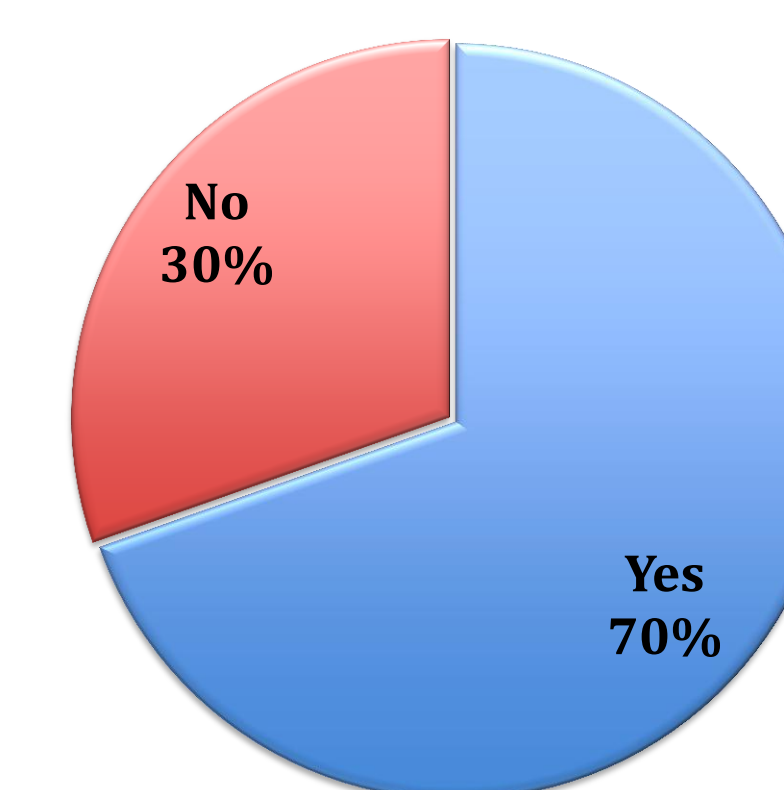
SURVEY INFORMATION

- Results based on responses from 249 WPI undergraduate students

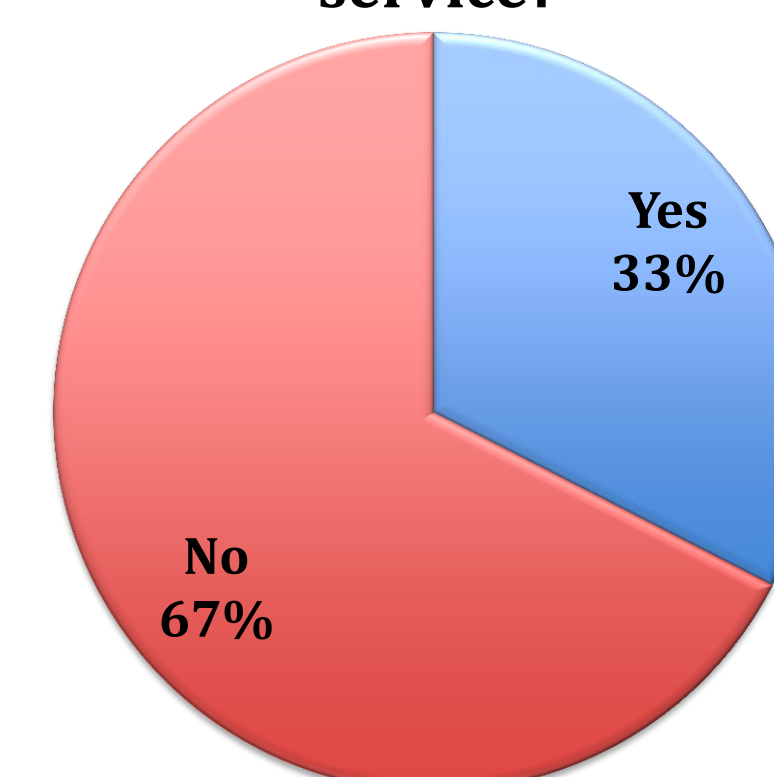
Reasons for Not Using Health Services



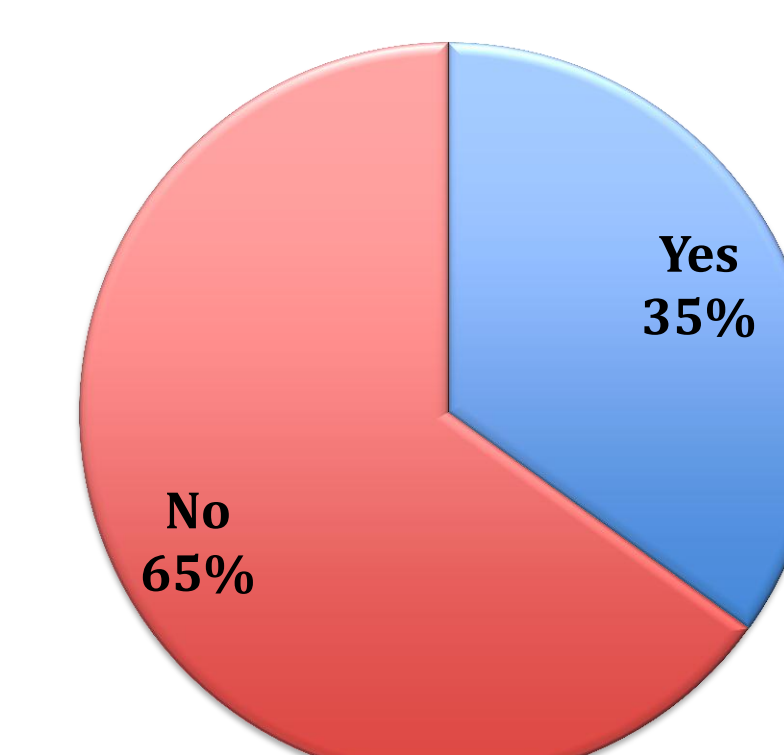
Freshmen: Do You Know Where the Student Health Services Building Is Located?



Has health services done a good job of making students aware of how and when to use their service?



Were you aware that Student Health Services offered students flu shots on October 4?



Recommendations for Improvement

- More navigable website with online appointments
- Health fair or program during New Student Orientation
- Improved lines of communication between health services and WPI students

References

We have also interviewed individuals and referenced the websites of the following universities: Assumption College, Becker College, Anna Maria College, Clark University, College of Holy Cross, Worcester State University, Bucknell University, Butler University, Emory University, John Hopkins University, Lynchburg College, Ohio Northern University, Oral Roberts University, Gonzaga University, Middlebury College, Rensselaer Polytechnic Institute.

Callahan, M. J. (2011). *Student Health Center: Spring 2011 Student Satisfaction Survey*. Ventura College, Office of Research and Evaluation.

College parents of america. (n.d.). Retrieved from <http://www.collegeparents.org/members/resources/articles/what-do-if-your-college-student-sick-school>

Hoyt, L. C. (2007). *University of wisconsin-stout student health services survey project awareness survey*. Menomonie, WI : University of Wisconsin-Stout.

Porambo, Joan Cathryn Student author -- MGE, Mues, Lisa M. Student author -- MGE, Le, Duyenh Tran Student author -- MGE, Hilario, Yadira Student author -- MGE, & Zhao, Wanli Faculty advisor -- MG. (2012). *Exploring alternative revenue structures for WPI health services*. Worcester, MA: Worcester Polytechnic Institute.

"Health Services." 42.3° N and 71.8° W. Google Earth. 2012. December 3, 2012.